

No. D-25018/06/2002-Genl.

Government of India

Ministry of Statistics & PI

Sardar Patel Bhawan,  
Sansad Marg, New Delhi-110040

Dated; 04.09.2015

### TENDER NOTICE

Subject:-Tender for Annual Maintenance Contract (AMC) for EPABX Systems installed in this Ministry- reg.

Sealed tenders/ Quotations are invited for Maintenance for EPABX systems from reputed firms having business in Delhi and sufficient experience for providing service support in the maintenance of EPABX systems, Telephone instruments in the Ministries/ Departments in the Government of India.

2. This Ministry is equipped with different EPABX Systems ( Siemens, NEC, Panasonic and Hot Lines) at the offices located at Sardar Patel Bhawan, Jeevan Prakash Building and West Block, R.K. Puram of the Ministry of Statistics & Programme Implementation. The all exchange/ systems are presently in good working condition and under AMC. Interested bidders may inspect the premises and the system / machine during office hours from Monday to Friday (excluding holidays) at the premises of the Ministry before rates are quoted.

3. Sealed tenders/ quotations should be submitted to the undersigned latest by 3.00 PM **28.09.2015** at the address "**The Under Secretary (Genl.), Ministry of Statistics & PI, Room No. 201, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001.**" The bids will be submitted in the separate envelopes in sealed cover containing ( technical and Financial) and placed in another envelop. The words "Tenders for the AMC of EPABX Systems" may be superscribed and must be dropped in the Tender box kept at Ground floor of Sardar Patel Bhawan, New Delhi. The Technical bids will be opened at 3.30 PM on the same day and the representative of the firm may be present, if so desire.

4. The terms & conditions of the Annual Maintenance Contract for the EPABX Systems are as under :-

a. The term 'maintenance' shall also include rectification of all hardware and software problems / defects and also include cost of all parts / repairs / replacements necessary for the proper maintenance / functioning of the aforesaid systems. No extra charges for any general wear and tear / spare parts, etc. shall be made by the MOSPI.



- b. The firm must have adequate experience of at least 3 years of doing aforementioned maintenance job in the Government Department/ Ministries.
- c. The Firm/agency must be authorized from the OEM for the contract period & authorization should be attached with the tender.
- d. The firm will depute a Resident Telephone Mechanic at the Sardar Patel Bhawan office of the Ministry during office hours and also arrange for other person to attend complaint related to J.P. Building and R.K. Puram Offices. In this connection no conveyance charges will be paid by the Ministry.
- e. The mechanic provided by the firm will be the employee of the firm and not related any means of their wages and other liability by the Ministry. The firm would quote the rates also including the wages of the resident mechanic.
- f. The firm will also maintain a call register and make service report to this Ministry before quarterly release of the payment.
- g. The repair work of the EPABX Exchanges are to be carried out in the premises of this Department and no relaxation would be given to take out any equipment outside the premises for repairing without written permission by the Ministry.
- h. The contract can be terminated by the Ministry at any time without assigning any reason. If the work of the contractor is found to be unsatisfactory, it would be entrusted to any other party at the risk and expenses of the defaulting contractor. In this connection, decision of the Department shall be final and binding upon the contractor.
- i. The L1 will be decided on the basis of overall cost of the all EPABX systems installed in the Ministry. The firm will require to submit financial bid of all the EPABX systems of all make ( siemens, Panasonic, NEC, Accord etc.)



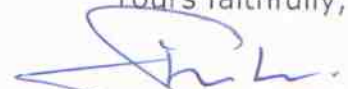


- j. The quotation should be accompanied by earnest money of Rs. 10,000/- (Ten thousand only) through a demand draft on any scheduled bank in Delhi / New Delhi drawn in favour of Pay & Accounts Officer, Ministry of Statistics & PI New Delhi. The earnest money received from the tenderers will be returned without interest immediately after the process of selecting the award is over.
- k. The successful bidder will have to furnish a Security Deposit 10 % of the contract value within 7 days from the date of giving intimation to him to acceptance of his tender. The Security deposit shall be in the form of Demand Draft/ Bank guarantee/ Fixed Deposit receipt favouring Pay & Accounts Officer, Ministry of Statistics & PI., New Delhi. The Security deposit will be refundable after the expiry of the contract period successfully and to the satisfaction of the competent authority.
- l. The Government has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.
- m. The initial period of contract will be for two years and may be further extended for another year after satisfactory services and mutual consent on the same rates, terms and conditions of the tender notice.
- n. The payment will be made in four equal installments after successful completion of work on each quarter based on satisfactory performance as assessed by the Department. The final installment will be paid on the completion of the contract.
- o. The firm black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and it comes to the notice of the Government during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited. If the fact comes to notice before award of contract his bid will be rejected outright.
- p. If any complaint is not attended within a day and, if the replacement of instruments/ cable was not required a penalty of Rs. 100/- (one hundred only) will be charged or part thereof for delay beyond the two days till such time the machine is repaired.



- q. Before submitting the bids by the firm, the firm should sign/ stamp on each page of the tender documents and also submit the undertaking that I (the firm) have read the terms and conditions of the tender and are acceptable to me/us. An undertaking may also be submitted with the tender that the firm is not black listed by any Ministry/ Department of the GOI.
- r. The finalized contract shall be interpreted under Indian Laws. In case of dispute of any kind, the firm shall abide by the decision of the Competent Authority, Ministry of Statistics & Programme Implementation, New Delhi. In case the dispute is required to be referred to Arbitration, it shall be referred to sole arbitrator under Arbitration and Conciliation Act 1996. The place of settlement of dispute shall be Delhi. In the case of settlement of dispute is in the court, it will be in the jurisdiction of courts at Delhi.
- s. The bids must be submitted in the prescribed proforma ( typed on their letter head if necessary). Any changes in the proforma will not be accepted by the Ministry.
- t. The ministry reserves the right to cancel the entire tender process at any time without assigning reasons.

Yours faithfully,



(Sunder Singh)

Under Secretary to the Government of India  
Tel. 23747929

Copy to:- DDG, Computer Centre, R.K. Puram, New Delhi. with the request that this may please be displayed on the web site of this Ministry.



## APPLICATION FOR SUBMISSION OF TECHNICAL BID

To

The Under Secretary (General)  
Ministry of Statistics & PI  
Sardar Patel Bhawan, New Delhi.

**Subject: Annual Maintenance Contract (AMC) For EPABX Systems.**

Dear Sir,

In response to your Tender Notice for the above mentioned contract, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the tender with the following particulars:

Sl. No.	Details	
1.	Name of the firm	
2.	Constitution & Nature of firm (Copy must be attached)	
3.	Registered postal address	
4.	Telephone No. Fax No. Mobile No.	
5.	Address of branches, if any	
6.	PAN No. Service tax No. TIN No. (attached latest challan)	
7.	Income tax return of previous three years ( 2012-13, 2013-14 and 2014-15) ( audited copy of annual return must be enclosed.)	
8.	EMD amount details	
9.	Present contract/s with the GOI. ( copy must enclosed)	
10.	Experience of three years in the Ministry/ Department of the GOI . ( copy must enclosed)	

I have visited the site and inspected all EPABX having acquired the requisite information related to the subject work, examining the form of contract, nature, quantum of work as affecting the tender invited by and on behalf of the MOSPI. I have read the terms and conditions of the tender and agree to the same.

Thanking you,

Yours faithfully,

Signature & Stamp of the firm.  
Date (Name)

Name of the firm :- .....

Sl. No.	Specific EPABX	units	Full compr. AMC charges Per unit	Total
i	NEC Main exchange- Telephone instrument	01		
		300		
ii.	Office of MOS (KTS Panasonic) Digital Key phone	01		
		24		
iii.	Parliament House(KTS Panasonic) Digital Key phone	01		
		04		
iv.	Residence MOS ( KTS Panasonic) Digital Key phone	01		
		16		
v.	J.P. Building (KTS Panasonic) KTS Instrument	01		
		48		
vi	Room No.204-D (KTS Panasonic) KTS instrument	01		
		04		
vii	Room No. 222 (KTS Panasonic) KTS instrument	01		
		02		
viii	Room No. 414 (KTS Panasonic) KTS instrument	01		
		05		
ix	Room No. 411 (KTS Panasonic) KTS instrument	01		
		03		
x	Room No. 209 (KTS Panasonic) KTS instrument	01		
		02		
xi	R.K. Puram ( NEC) Telephone instrument	01		
		16		
xii	Room No. - 213 ( Siemens) Telephone instrument	01		
		05		
xiii	Room No. 417 ( Siemens) Telephone Instrument	01		
		06		
xiv	Hot lines (Accord ) Telephone instrument	01		
		32		
			Sub total	

The L1 decided on the basis of overall cost of the all EPABX systems. The eligible firm must quote rates for all the items.

I have read the all terms and conditions of the tender and agree to the same.

( Signature & stamp of the firm )